Business eFile & Pay: 1-800-514-8296

Iowa eFile & Pay Telephone Script
Consumer's Use Tax Quarterly Return and Payment
for first-time user of eFile & Pay

Welcome to the Iowa eFile & Pay System
If you are calling from a touch-tone phone, press 1 now. If you are calling from a rotary phone, please visit our Web site at www.state.ia.us/tax or contact Taxpayer Services at 515-281-8453 or 1-866-503-3453, Monday through Friday, 8am – 4:15pm Central Time.

(The following script will occur after the user presses 1.)

STEP 2 (Enter Iowa Business eFile Number to use eFile & Pay)
Please enter your 8-digit Iowa Business eFile Number.
You have entered XXXXXXXX.
If this is correct, press 1.
If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 3 (Enter Iowa Permit Number to register to use eFile & Pay)
In order to register with this system, you must have an Iowa permit number. Enter your Iowa permit number followed by the pound (#) sign.
You have entered XXXXXXXXX.
If this correct, press 1.
If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 4 (Select a Tax Type)
Please select a tax type associated with the permit number you entered.
Consumer's use tax, press 1.
Retailer's use tax, press 2.
Sales tax, press 3.
Withholding tax, press 4.

> **Press the number for the specific tax type you are filing.**

STEP 5 (System assigns User ID)
Your user ID for this system is 0001. During future visits, you will be asked to enter your user ID along with your password to access the Iowa eFile & Pay system.
Again, your user ID is 0001.

STEP 6 (Create a Password)
Since you have not used the telephone system before, you will be asked to create a unique password that will allow you to log back into the system. Please create an 8-digit password by entering it now.
To confirm your entry, please re-enter your password.

STEP 7 (Log-In Information)
Please write down the following log-in information. You will need them to re-enter the system.
Your user ID is 0001.
Your password is --------.

To continue, press 1.
To repeat this information, press 9.

STEP 8 (Processing Options) You must file a return before making a payment.
To file your return, press 1.
To make a payment, press 2.
To cancel a payment, press 3.
To change your password, press 4.
To demo this system, press 5.
To hear this list again, press 9.

STEP 9 (Select a Tax Type)
Consumer's use, press 1.

STEP 10
Enter a permit number for the tax type you selected, followed by the pound sign (#).
You have entered ---------.
If this is correct, press 1.
If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 11 (Choose Return)
To file a quarterly consumer's use tax return, press 1

(The following script occurs after the user presses 1.)

You have indicated you want to file a quarterly consumer's use tax return.
If this is correct, press 1.
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

You will receive a confirmation number once you have submitted your return. If you hang up before receiving a confirmation number, your return will not be submitted. Before beginning the return, it would be beneficial if you had your period being filed, total taxable purchase amount, local option tax and school local option tax figures by county, readily available.

STEP 12 (Tax Period Selection)
To submit a return for the period ending ------, press 1.
To select a different filing period, press 2.

(The following script occurs after the user presses 1.)

You have selected to submit a return for the period ending ------.
If correct, press 1.
To select a different filing period, press 2.

STEP 13 (Consumer's Use Tax Information)
Please enter the total amount of Iowa purchases of tangible personal property and services on which no Iowa tax has been paid for the period ending ------ in whole dollars, followed by the pound sign (#).
For example if the amount is $225, you will enter 225#. If the amount is zero you will only need to press the # sign.

(The following script occurs after the user presses 1.)

You entered ----.
If correct, press 1.
To enter a different amount, press 2.

Your 5% consumer's use tax amount is ----.
If correct, press 1.
To enter a different amount for total taxable purchases, press 2.

STEP 14 (Local Option Taxes)
Purchases subject to consumer's use tax are not subject to the local option taxes. However, situations do arise where retailers do not properly charge the local taxes to their customers.
If you had taxable purchases subject to the regular local option tax and/or school local option tax to report, press 1.
If you have no purchases subject to regular local option tax and/or school local option tax to report, press 2.

(The following script occurs after the user presses 1.)

Please enter the 2-digit county code for the regular local option tax and/or school local option tax you are reporting. For example, if the county is Polk, enter 77.

(The following script occurs after the user enters the 2-digit county code.)

You selected ---- County.
If this is correct, press 1.
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

Please enter your total taxable purchases subject to the regular local option tax for ---- County in whole dollars followed by the # sign. For example, if the amount is $225, you will enter 225#. Enter the star (*) key before the amount to specify a negative dollar value.

You entered -----.
If this is correct, press 1.
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

Please enter your total taxable purchases subject to school local option tax for ---- County in whole dollars followed by the # sign. For example, if the amount is $225, you will enter 225#. Enter the star (*) key before the amount to specify a negative dollar value.

You entered -----.
If this is correct, press 1.
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

If you have another regular local option tax to report, press 1.
If you have no other local option taxes, press 2.

(The following script occurs after the user presses 2.)

Your total regular local option tax is ----- and your total school local option tax is -----.
If this is correct, press 1.

If this is incorrect you must re-enter all your local option taxable purchases to make the correction. To re-enter these amounts, press 2.

(The following script occurs after the user presses 1.)

Total Amount for this return
Your total tax due for this return is ------.
To continue, press 1.
To replay this message, press 2.

Total Amount Due
Your consumer's use tax is ------.
Your total regular local option tax is ------.
Your total school local option tax is ------.
Your total tax is ------.
Your penalty is ------.
Your interest is ------.
Your total amount due is ------.

To continue, press 1.
To repeat this information, please press 2.

(The following script occurs after the user presses 1.)

STEP 15 (Payment Options)
If you would like to pay using the EFT ePay direct debit method process, press 1.
If you would like to pay using a paper check, press 2.
If you would like to pay using a form of credit, press 3.

(The following script occurs after the user presses 1.)

Confirmation of total amount due
The total amount due is XXXX.
To pay this amount, press 1.
To pay a different amount, press 2.

++++++++
Below are the various scripts depending on the payment option you choose.

(The following script occurs after the user presses 1 to pay via ePay direct debit method.)

Bank routing number – 9 digits
Please enter your 9-digit bank routing number.
You have entered XXXXXXXX.
If this is correct, press 1.
If this is not correct, press 2.

Bank account number
Enter your bank account number followed by the pound key (#).
You have entered bank account number XXXXXXX.
If this is correct, press 1.
If this is not correct, press 2.

Account type
If this is a checking account, press 1.
If this is a savings account, press 2.

You have indicated this payment is from your (checking/savings) account.
If this is correct, press 1.
If this is not correct, press 2.

Payment date
Please enter the date you wish to make your payment.
For example, for September 15, 2004, enter 09152004.

Your payment will be made on XXXXXXXX.
To complete this transaction and receive a confirmation number, press 1.
If you prefer to discontinue this transaction and discard all previous information, press 2.

If your return and payment are not timely filed and paid, you may be billed the appropriate interest and penalties.

++++++++
(The following script occurs after the user presses 2 to mail a check.)

Please mail your check and payment voucher to the following address: Iowa Department of Revenue, PO Box 10412, Des Moines, IA 50306. Make check payable to Treasurer, State of Iowa. You will need to include your confirmation number, tax type, permit number, and tax period on your payment voucher.

To repeat this information, press 1.
To continue, press 2.
To select a different payment option, press 3.

++++++++
(The following script occurs after the user presses 3 to pay using a form of credit.)

As an ACH Credit filer, you must initiate the payment for this transaction through your banking institution.
If your return and payment are not timely filed and paid, you may be billed the appropriate interest and penalties.

If you are paying by credit card, you will need your tax type, permit number and tax period.
Contact Official Payments at 1-800-272-9829.

To repeat this message, press 1.
To continue, press 2.
To select a different payment option, press 3.

++++++++
Confirmation Number. Be sure and write this down
Your return and payment are not filed until you receive a confirmation number.
Your confirmation number for this transaction is XXXXXXXXXX and the date and time you are submitting this transaction is XXXXXXXX, at XXXX (am or pm).

To hear this message again, press 1.
To end this call, press 2.

Thank you for using the Iowa eFile & Pay system. Goodbye.